



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018
CITY/MOMBASA CAMPUS

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF ARTS
APS 807: SKILLS AND TECHNIQUES OF COUNSELLING

DATE: MONDAY 20TH NOVEMBER 2017

TIME: 5.30 P.M. - 8.30 P.M.

INSTRUCTIONS:

- 1. ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS.**
- 2. ALL QUESTIONS CARRY TWENTY MARKS EACH.**

1.
 - (a) Discuss two reasons for making cultural considerations on conceptualizing client's issues. (4 marks)
 - (b) Using examples in each case explain the use of the following skills in counselling:
 - i) Confrontation (2 marks)
 - ii) Minimal prompts (2 marks)
 - (c) Citing examples, differentiate between listening to content and listening to process. (8 marks)
 - (d) Explain two instances when a counselor may use immediacy in a counseling session. (4 marks)
2. Mary is a 14 year old form two girl, whose teachers have been complaining of her discipline problems at school. The teacher refers Mary to you for counseling complaining that Mary is rude to the teachers and that she also harasses her peers. During the session, Mary complains to you that everybody in the school hates her and that her parents do not care about her either. In the middle of the session, Mary keeps silent for the better part of the session.
 - (a) Explain two possible reasons that could account for silence in the above case. (4 marks)
 - (b) Discuss three possible issues that Mary could be experiencing. (6 marks)
 - (c) Explain the suitable intervention you would apply in the above case. (10 marks)

3. Kamau is a ten year old child who had always played with his cat, until one day, when the cat scratched his arms in an exaggerated play. Kamau got very scared and has since developed excessive fear for cats. He has also developed a tendency of dreaming about the incident and screams in his sleep. His mother is worried about this situation because the incidents have become quite regular. The mother has approached you as a counselor to help her son:
- a) (i) Identify any two behavioural techniques that may be appropriate to counsel Kamau. (2 marks)
 - (ii) Explain the steps you would follow in each of the techniques you have identified in (a) above. (12 marks)
 - b) Explain the challenges that you may encounter when working with Kamau. (6 marks)
4. Ben a 26 year old computer scientist is married with 2 children. For three years, he has been working in a firm in the outskirts of the city of Nairobi. His colleagues describe him as cheerful intelligent and hardworking. His father (Zackary) died in a ghastly road accident eight months ago. His father's sudden death has had an unexpected impact on Ben. He keeps to himself most of the time and he has totally lost interest in his job as evidenced by his poor performance. he has called in sick many times and the boss 'patience is running out. Ben feels that his workmates as well as his boss do not understand him. He has been given an option of going for therapy if he still needs his job. Ben has reluctantly come to your office for counselling.
- a) Discuss four skills and techniques you shall use to build rapport with Ben to facilitate a safe, supportive and constructive counselling relationship. (12 marks)
 - b) Using Ben's case, critically analyse the four fundamental questions that the counselling process should help the clients to ask and answer. (8 marks)

5. Jeddy a 31 year old cashier in a local bank has been referred to you by her sister for help. She narrates that her husband Trevor does not appreciate her anymore. She reports that they had a good marriage in the first 2 years. However things have changed and he has been making demeaning statements towards her which make her 'feel small'. She decided to go back to school and pursue a master's degree in order to earn her husband's respect. She was very excited when she finally graduated last year. Jeddy complains that instead of complimenting her, Trevor told her that almost everybody has a master's degree these days so it was not a big deal. Lately she has been feeling very low and unwanted. Her performance at work has deteriorated and her boss gave her a final warning. She is thinking of calling it quits.
- a. Discuss the skills you would use in:
- i. Building a therapeutic alliance with this client. (6 marks)
 - ii. Terminating the counselling relationship. (6 marks)
- b. Describe how you would go about setting treatment goals for Jeddy. (8 marks)
